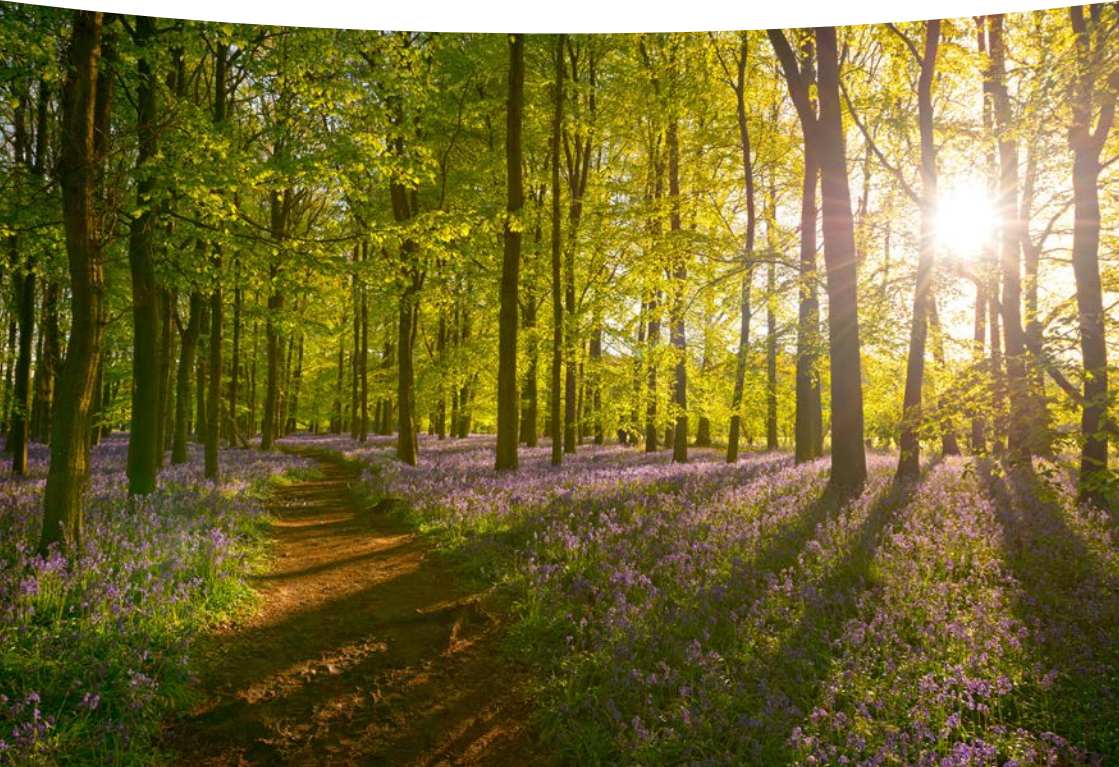


An Introduction to our bereavement service

Free bereavement support for
adults and children in north east Essex





About us

We support adults and children in north east Essex who are facing bereavement regardless of the cause of death or where their loved one has died.

We also help local people face incurable illness, supporting them, their families, friends and carers.

Each person is affected differently by bereavement and we aim to support you by helping your life to go on in the face of bereavement.

The support we offer to you is dependent on, and tailored to, your needs, which we identify in your assessment based on the answers you give in your referral.

For children we offer bereavement support either individually or as a family group. We also provide information and advice to families and schools on how to support children following the death of a loved one.

St Helena provides all its bereavement services free of charge, however, they are not free to provide. We rely on the generosity of local people to raise the funds needed to support local people and help life to go on in the face of dying, death and bereavement.

Everyone keeps telling me how amazing and how strong I am, but I don't personally think of myself as amazing and strong. I just know I have to get up in the morning and carry on because he wouldn't want me to dwell on it and to sit there and mope and cry. With the help of the bereavement support here, I'm slowly getting back to where I was before.



Bereavement support for adults

We offer both informal and therapeutic groups designed to provide support, information and coping strategies for people who are adjusting to living with grief. We also offer therapeutic counsellor-led groups for support after bereavement by suicide, stillbirth and neonatal death, or death of a child. Our groups are welcoming and run by experienced staff and volunteers.

Our bereavement support may also include one to one counselling and support, based on an assessment of your needs. We have an experienced team of specialist bereavement counsellors and volunteers able to provide this support.

Support may be provided in person, over the phone or via video call.

“ For me, bereavement support was absolutely life changing; to not feel that constant stress, that constant anger, that constant heartbreaking grief. I still feel it, it's always there, but the bereavement support really helped kick start my life around the grief. I take it with me rather than it being my entire world, with me just trying to follow on behind it. ”



Bereavement support for children

Support for children and young people can either be individual or as a family group depending on their age. However, children under five will be supported with their parent or guardian or within their family unit and not individually.

We also:

- Offer talking therapy and creative ways in which to support children using different mediums such as art, storytelling, puppets and toys
- Help children and families create memory boxes
- Support children to 're-visit' their bereavement as they develop and transition through life

The sessions with my son have been absolutely amazing. The change in him is incredible for a little child who really struggled to say how he was feeling. He's such a different boy. He was very angry, very scared and not him at all, but the last few weeks he's himself again. Now he will actually say 'I would like to talk to someone about how I'm feeling', and for a 5 year old, that's quite a big thing.

Our model of care

When a person contacts us for bereavement support we will make an assessment to decide how best to support them tailored to their needs, which we identify in an assessment based on the answers given in their referral.

This may include several sessions of support at one of our groups, from one of our highly trained bereavement volunteers, or one-to-one support from a counsellor either in person or over the phone or video call. The exact number of sessions and frequency of visits will depend on individual need.

Therapeutic bereavement support will commence a minimum of six weeks after the death of a loved one. If a person is referred to the service and it is less than six weeks since the death occurred and the family requires information, or if the death was sudden, we will provide support phone calls if needed.

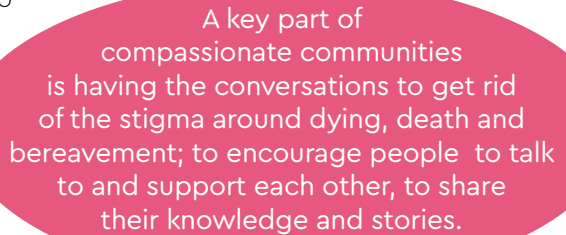
Once an individual's needs have been met, or have reduced, we provide further advice on helping them to live as independently as possible. If needs increase again or circumstances change, we provide guidance on how to quickly contact us so we can arrange for a review and further support as required.

Our bereavement support exists to complement and not replace other local providers such as GPs, mental health services, and social services.

We always try to make sure that people facing bereavement can cope with their grief as independently as possible. This includes signposting to other support available in the local community as well as considering how St Helena can help.

With the aim of helping everyone in our local communities to access the support they need before and after end of life, we are bringing together local residents, schools, businesses, organisations, groups and healthcare services as compassionate communities networks across the areas we deliver our care.

A compassionate community is one in which everyone recognises that as individuals we all have a role in supporting each other, particularly during periods of health crisis or loss. To do this, the compassionate community networks will help give everyone the tools, confidence and resilience they need to provide support, empathy and a listening ear for those affected by dying, death and bereavement.



A key part of compassionate communities is having the conversations to get rid of the stigma around dying, death and bereavement; to encourage people to talk to and support each other, to share their knowledge and stories.



How to refer to us

If you or anyone you know would like to access any of our bereavement support services either now or in the future, you can refer yourself directly online at www.sthena.org.uk/bereavement

A child/young person can refer themselves if competent to do so, or the parent/carer can make the referral on their behalf with the child's consent. Someone who is supporting you or your family, such as a healthcare professional or family member, can also refer you with your consent. If you would like to refer multiple people, please fill in a referral form for each individual.

If you do not have access to the internet, you can call our bereavement support team on 01206 984 274.

If the person who has died was a patient of St Helena and your family received support from a St Helena family support worker or counsellor, they can continue to support you through your bereavement. Please call SinglePoint on 01206 890 360 to get in touch with them.



T I M E L E S S

How you can help us

The equivalent of 7 out of 10 of the patients and families we care for and support are funded by people in our local community giving donations, buying from our shops, playing our lottery and leaving gifts in Wills.

We rely on the help and generosity of our fundraisers, donors and volunteers to continue to provide our services. Without them we wouldn't be here.

Giving in memory

Many people choose to honour the memory of their loved one by raising funds for St Helena in their name.

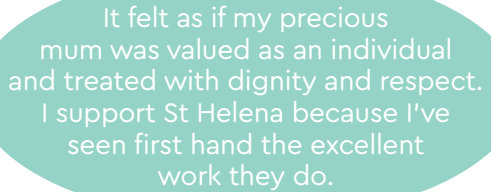
Our 'Timeless' brand encompasses many ways you can support St Helena in memory of your loved one, including celebrations, services and other in memory offerings all year round.

Whether you would like to set up a regular gift in their memory, have their name engraved on a leaf or set up a personalised online Timeless Tribute for friends and family to remember and celebrate them; our team is here to make this as easy as possible for you. You could also take part in a challenge or sign up to one of our many events.

For some, attending an event or service and coming together with others in your community can be a really important part of grieving and remembering a loved one, and we are here to help and support with this.

Leaving a gift in your Will is also a wonderful way to support St Helena. Our lives are all made up of unique stories and the close of one has the incredible power to give hope and comfort to another. Every gift in every Will, however large or small, will enable St Helena to care and support the future generations that follow in our footsteps.

To find out more about Timeless offerings and leaving a gift in your Will, please visit www.sthelena.org.uk/timeless or contact the in memory giving team on timeless@sthelena.org.uk or call 01206 931 468.



It felt as if my precious mum was valued as an individual and treated with dignity and respect. I support St Helena because I've seen first hand the excellent work they do.



Contact us:

Bereavement: 01206 984 274

Family support (via SinglePoint): 01206 890 360

The Hospice: 01206 845 566

Fundraising: 01206 931 468

Comments, complaints and concerns

We are always looking to improve our services and we welcome your feedback. Comments, complaints or concerns can be raised confidentially with any member of staff, or the Director of Care, and as part of the process, we will agree with you how you would like your concern managed. Comments, complaints or concerns can be made in the following ways:

By phone: Call 01206 845 566

By letter: Please write to Director of Care, St Helena, Myland Hall, Barncroft Close, Colchester, CO4 9JU

By email: to enquiries@sthelena.org.uk

'IWantGreatCare': You can fill in an online form on their website www.iwantgreatcare.org

All the quotations in this booklet are from people St Helena has supported.

www.sthelena.org.uk [StHelenaHospice](https://www.facebook.com/StHelenaHospice) [@StHelenaHospice](https://twitter.com/StHelenaHospice) [@StHelenaHospice](https://www.instagram.com/StHelenaHospice)

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